Instructions for paying your Citibank Travel Charge Card online.
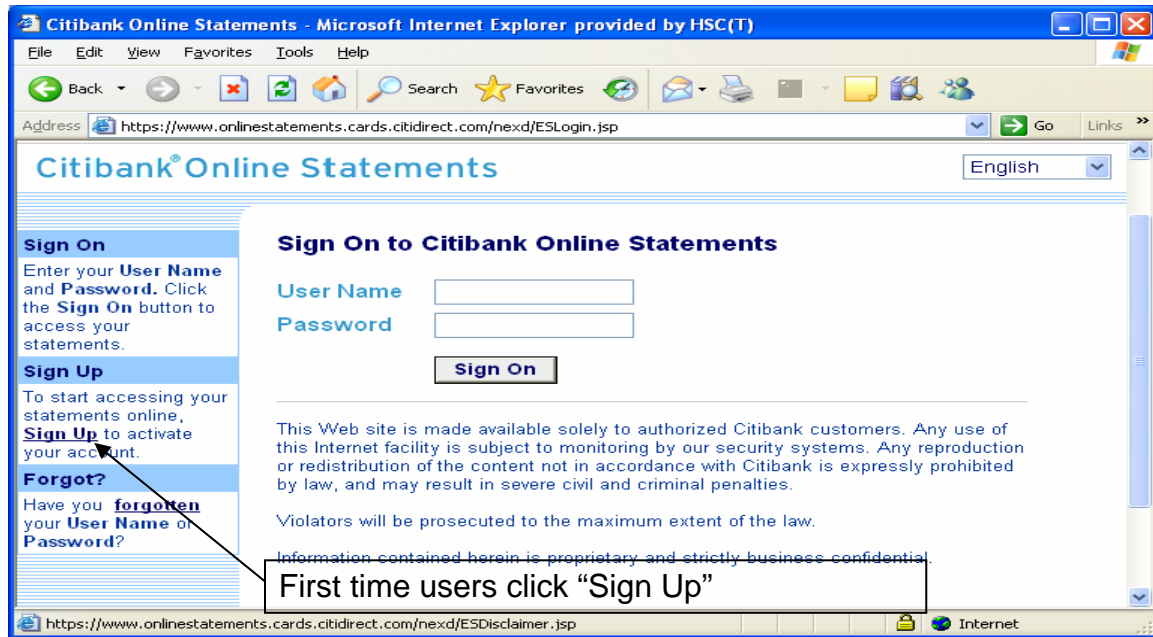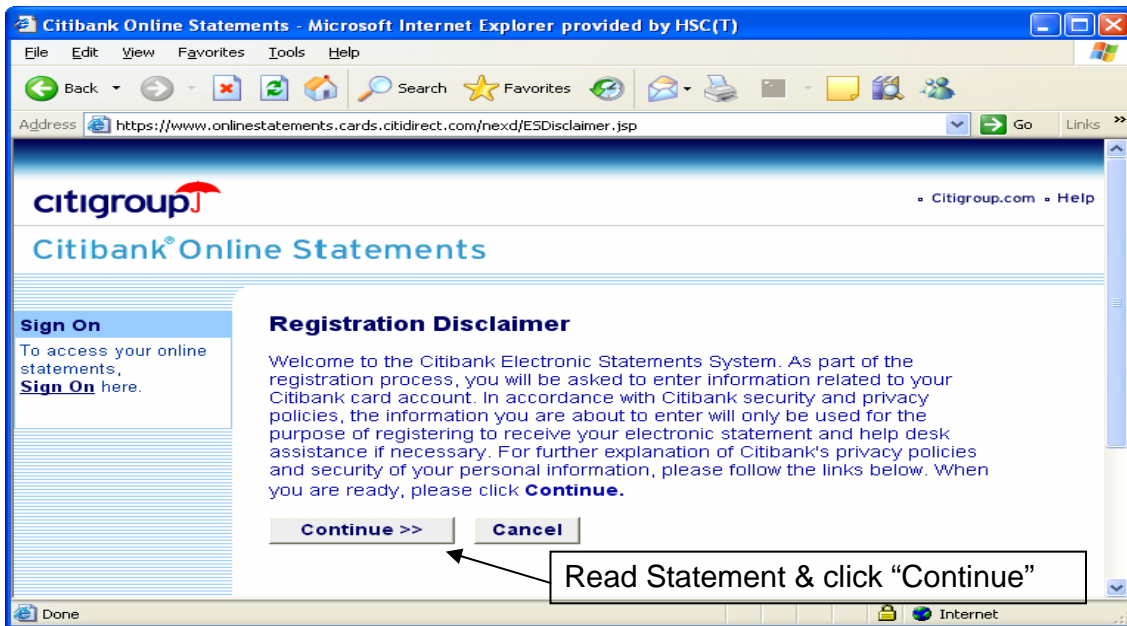
Before you start, look over these instructions so you have an idea of what you are going to need prior to starting. If for some reason you have to stop entering information prior to successfully creating a user account, you will be required to start over from the beginning. If successfully create an account, but can not or choose not to set up online bill paying, you will only need to log in and start from the "Setting up online bill payment" section.

Accessing you Government Travel charge card statement online:

1. Hold the "Ctrl" key and click on the following Hyperlink to start (if you do this correctly the finger pointer will appear when you put the cursor over the link otherwise you will see a bubble that tells you what to do): Citibank Online Statements

2. Follow the instructions in the pictures.

Citibank Online Statements - Microsoft Internet Explorer provided by HSC(T)

File   Edit   View   Favorites   Tools   Help

Address https://www.onlinestatements.cards.citidirect.com/nexd/ESDisclaimer.jsp

citigroup   Citigroup.com · Help

Citibank® Online Statements

Sign On
To access your online statements, **Sign On** here.

Registration Disclaimer

Welcome to the Citibank Electronic Statements System. As part of the registration process, you will be asked to enter information related to your Citibank card account. In accordance with Citibank security and privacy policies, the information you are about to enter will only be used for the purpose of registering to receive your electronic statement and help desk assistance if necessary. For further explanation of Citibank's privacy policies and security of your personal information, please follow the links below. When you are ready, please click **Continue**.

Continue >>   Cancel

Read Statement & click "Continue"

Follow instructions below boxes, then click "Continue".

Citibank Online Statements - Microsoft Internet Explorer provided by HSC(T)

File   Edit   View   Favorites   Tools   Help

Address https://www.onlinestatements.cards.citidirect.com/nexd/ESNewUser1.jsp

New User Sign Up

Please enter information for each of the required fields to the right. **Each required field is marked with an** *. After entering the information, click the **Continue >>** button.

Sign On

To return to the Sign On display, please click the **Cancel** button.

Account Information

* **Account Number** [   ]
Enter the account number from your card or statement with no spaces or dashes.

* **Account Name** [   ]
Enter the name that appears on your card or statement. Please note that this must be entered exactly as it appears on your card or statement.

* **Street Address 1** [   ]
  Street Address 2 [   ]
* **City** [   ]
* **State/Country** [Select One ▾]
* **Zip/PLZ/Post Code** [   ]

Enter your billing address as it would appear on your statement. All fields marked with an * are required *if applicable to your country.*

Continue >>   Cancel

Once you have correctly entered the information required above and clicked "Continue" screen 1 will appear. Once you receive your password via e-mail either click "Sign On". If you enter any information incorrectly, screen 2 will appear. Correct the information and click the "Continue".

1.

Click "Sign On"
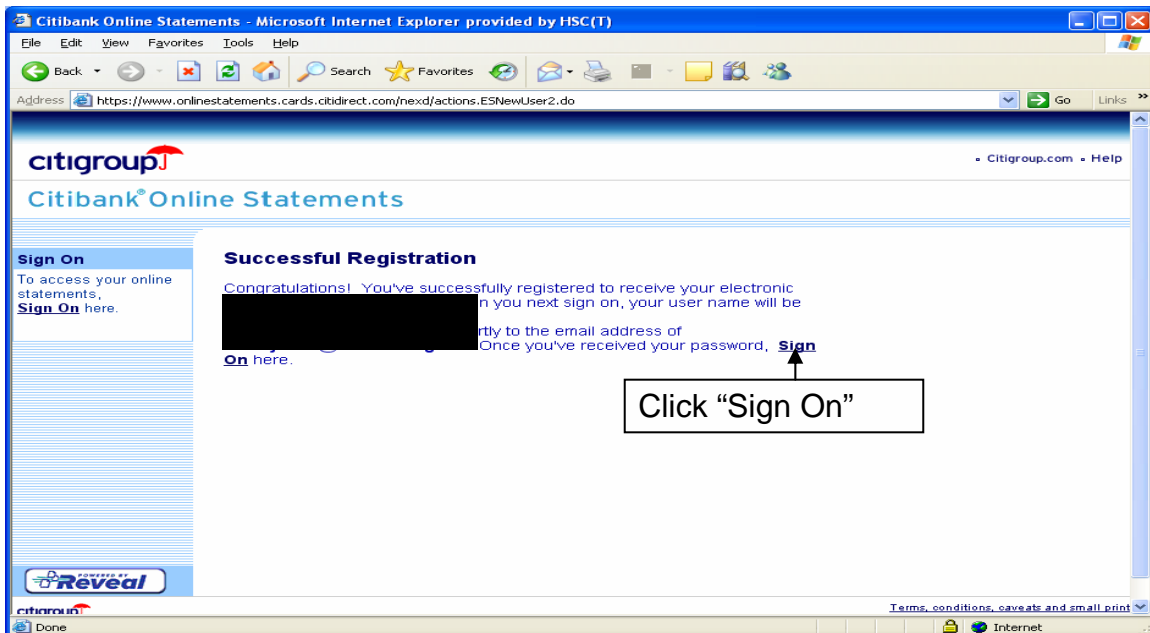
2.
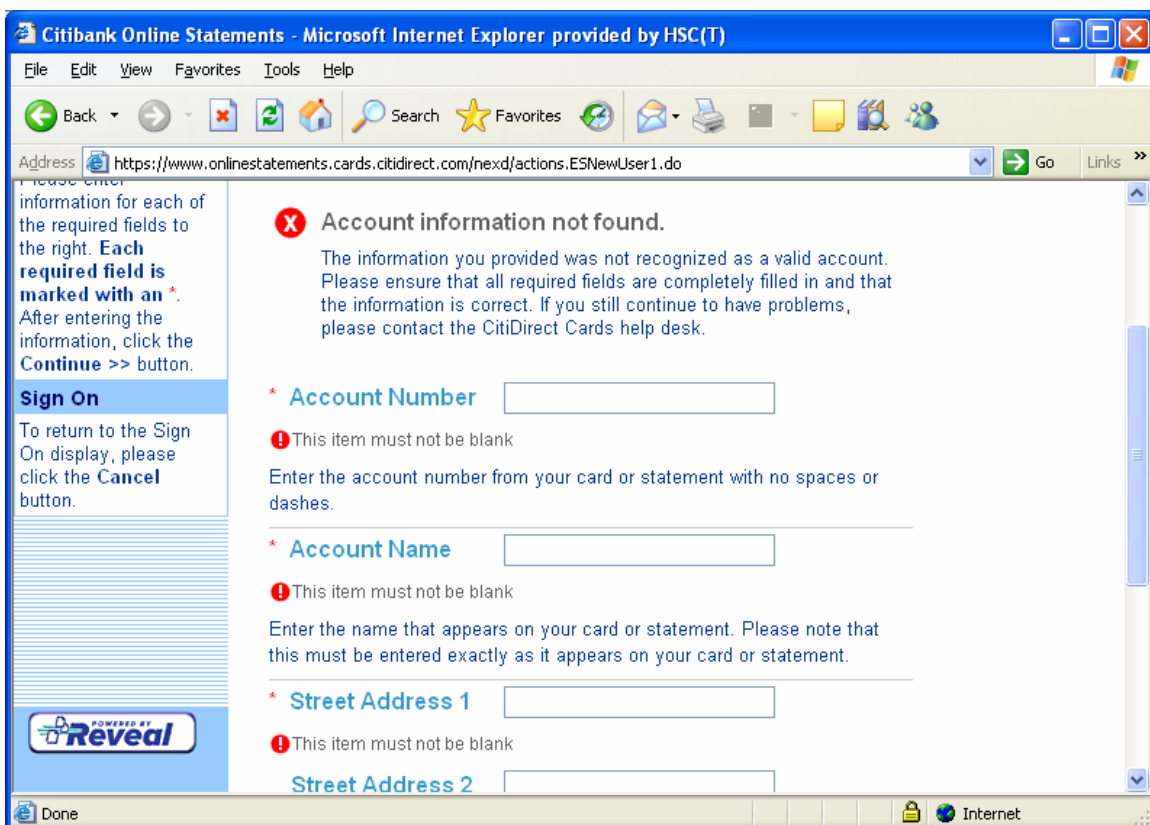
Once you receive the password that Citibank has sent you and logged on, you will be required to enter a new Password. If the password that you type in doesn't meet their security requirements you will see this screen.

Once you enter a valid password, you will be taken to this screen. From now on when you log in, this will be the first screen you see after logging on.

Setting up online bill payment

Now that you have established a user ID and can view your Government Travel Charge Card statements online, you now have the ability to set up online bill payments.   See the below screens for instruction on how to set this up.
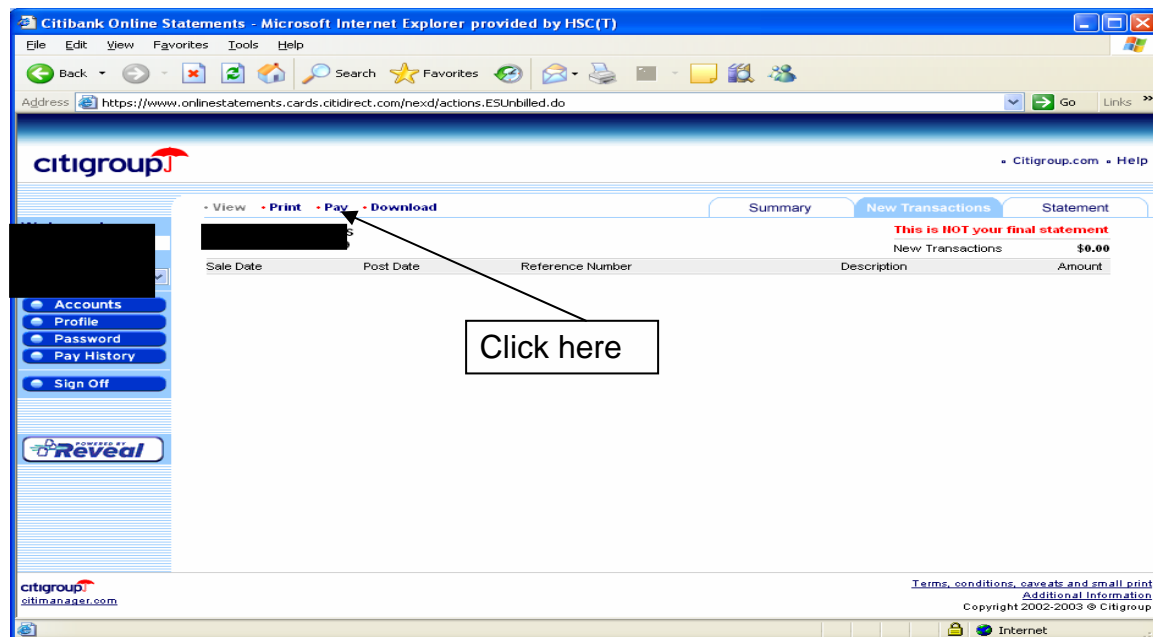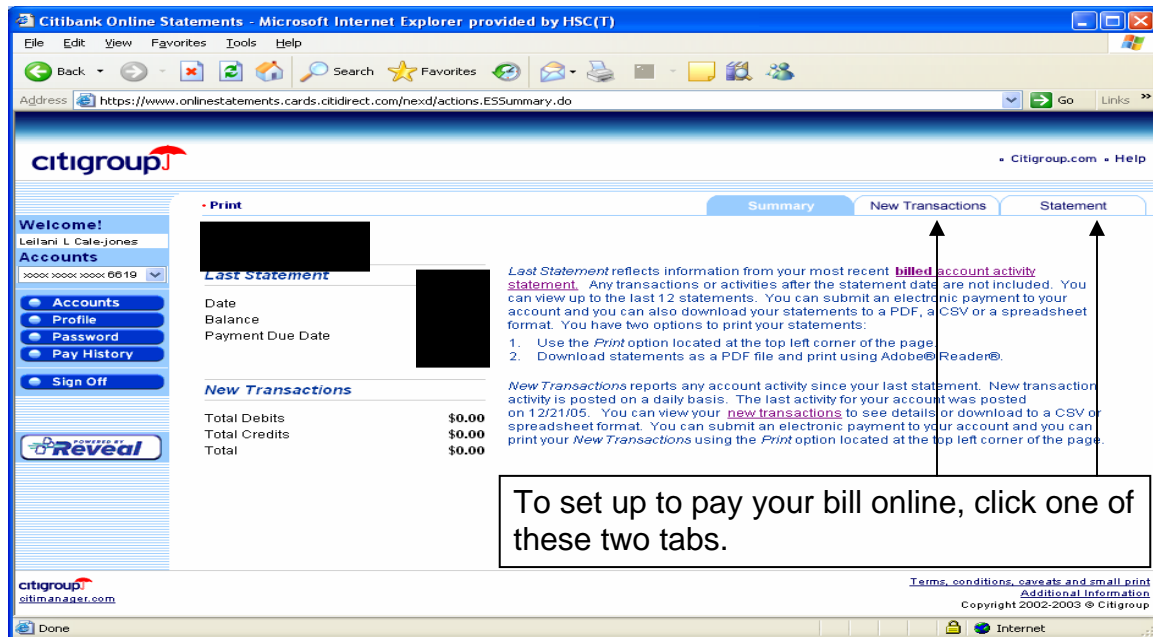
To set up to pay your bill online, click one of these two tabs.

Click here

File   Edit   View   Favorites   Tools   Help

Back   Search   Favorites

Address   https://www.onlinestatements.cards.citidirect.com/nexd/actions.ESTopRefresh.do?VIEWER=2   Go   Links

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• View   • Pay   • Download

Summary   New Transactions   Statement

payment every time you click the "Pay Electronically" button. The bank account information provided must be in your name and you are responsible for ensuring that the information provided is accurate and correct. Providing incorrect information will result in a return payment and the assessment of any applicable fees.

Payments
You can make any number of payments in a billing cycle, but only one payment within a business day. We may impose limitations on the number of payments accepted and the dollar amount of each payment using this method.

If we receive your request to make a payment online by 4:00 p.m. Eastern Time (ET), on a bank business day, your payment will post to your Citibank Travel Card account on the next business day. If we receive your request to make a payment online after 4:00 p.m. ET, your payment will post on the second business day. Our business days are Monday through Friday, excluding Federal holidays.

If any electronic payment is returned unpaid by your financial institution for any reason, we may charge back the amount to your Citibank Travel Card account. You understand that there could be fees or additional charges associated with this, based on the terms and conditions of your Citibank Card Agreement.

○ I agree to these terms
○ I do not agree to these terms

Continue   Cancel

> Read the above statement. Click "I agree…" and then click "Continue"

Terms, conditions, caveats and small print
Additional Information
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9 of 24 – Clip
Item collected.

Done   Internet

Read the instructions on this page, and then enter the information from one of your personal checks.
NOTE: Only enter this information when you are ready to make a payment.

File   Edit   View   Favorites   Tools   Help

Back   Search   Favorites

Address   https://www.onlinestatements.cards.citidirect.com/nexd/actions.ESTopRefresh.do?VIEWER=2   Go   Links

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Summary   New Transactions   Statement

Welcome!

⑆123456789⑆123456789○1234⑈1234

Bank ABA Routing Number

Enter your 9-digit bank ABA routing number in the field below.

Bank Account Number

Enter your bank account number in the first field. Confirm your bank account number in the following field.

Account Number   Confirm

☐   If you would like to save your account information on our secure server, check this box. This will allow you to quickly make a future payment request by simply entering your payment amount next time you sign on.

If you don't check this box the bank information you have given will remain valid only for the rest of your current active online session.

Pay Electronically   Cancel

Terms, conditions, caveats and small print
Additional Information
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Done   Internet

NOTE: While you have the ability to save your bank account information, you will still need to enter a payment amount each time you wish to make a payment. This WILL NOT AUTOMATICALLY PAY YOUR BILL WHEN IT IS DUE.

Once you have entered your bank information and made a payment and are ready to log off, click the "Sign Off" button. This will take you back to the log on screen.

NOTE: If you receive the below e-mail, it was because some of the information regarding your financial institution was not correct and the attempted payment was rejected by your financial institution. You will need to go back in to [Citibank Online Statement]() and enter the information again. This is an actual e-mail from Citibank, not a scam. You will notice in the e-mail that there is not a link to their website. If you receive a similar type of e-mail and there is a link DO NOT USE IT!! Go to [Citibank Online Statement]() website through a means that you have established (i.e. saved to Favorites in Internet Explorer, etc.)

From: CitiDirectcms.cers@citicorp.com
Subject: Online Payment Information Change

You have recently remitted a payment for your Citibank Travel Credit Card Account using the Citibank Online Statements payment feature.

We have been informed by your personal banking institution through NACHA - "The Electronic Payments Association" that the checking account information you provided is incorrect. We are required by the association to inform you and to prevent future payments from being made using the exact same bank account information.

This notification may have resulted from one or more of the following reasons:

   * Incorrect or incomplete bank routing number
   * Incorrect or incomplete bank account number
   * Bank account information not related to a checking account at that bank

The information which you previously used to initiate an online payment has been cleared from our system. The next time you make an online payment on the Citibank Online Statements web site you will need to re-enter your bank Routing Number (ABA number) and Checking Account Number verified through your banking institution.

We apologize for the inconvenience and look forward to serving you further.